

ABSTRACT

The invention relates to a method and configuration for controlling and/or monitoring terminals connected to a communications system. In order to control and/or monitor terminals, which are connected to a communications system and which have at least one controllable/monitorable function, an application sends a first message with the call number of a terminal, which is to be controlled and/or monitored thereby, to a telephony server. This telephony server conveys this call number to the communications system that, as a response, conveys terminal information via the controllable/monitorable functions of the relevant terminal. The telephony server comprises a database with data records that describe controllable/monitorable terminals, and comprises at least one data record which can be supplemented and which contains an identification number. This data record can be supplemented with the call number and the information concerning said terminal, whereby the telephony server generates another supplementable data record with another identification number. The telephony server conveys the call number and the terminal information to the application from the supplemented data record. The terminal can thus be controlled/monitored by the application.